



**HEARING  
SPEECH + DEAF  
CENTER**

Empowering Communication in Greater Cincinnati

Annual Report 2019

# A Message from the CEO and Board Chair

Dear Friends of Hearing Speech + Deaf Center,

“This year’s felt like four seasons of winter, and you’d give anything to feel the sun.” That lyric perfectly captures where we are today, in 2020, as we prepare this 2019 report. We’re midway through a 2020 none of us could have imagined. A global pandemic is laying bare the health inequities so many people we serve face every day. The challenges that result remind us of the importance of Hearing Speech + Deaf Center’s mission:

*To strengthen our community through advocacy and by supporting individuals and families to overcome obstacles to communication.*

The year 2019 brought many positive changes and successes that position us to maintain our commitment to the communities we serve. The highlights include:

- Growing clinical services in audiology by 26%; speech therapy by 35%; and occupational therapy by 66%.
- Growing American Sign Language Interpreting services by 16%.
- Obtaining CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation for Community Employment Services.

In 2020, we began charting the course toward our 100<sup>th</sup> anniversary in 2025. That work will begin with the launch of our Vision 100 strategic planning process this fall.

While we may yet face difficult days ahead in 2020, we’re going to hold on to what we already know: our staff and volunteers truly love the work that we do and the people we serve.

Thank you – volunteers, advisors, board members, donors, community members, and of course, our dedicated staff – for your steadfast support. Together, we’ll continue *Empowering Communication in Greater Cincinnati!*

Very sincerely,



J.B. Boothe, OTR/L, MBA  
Chief Executive Officer



John Sinclair  
Chair, Board of Directors



\*Song credit: Reason, Unspoke

# About Hearing Speech + Deaf Center

## Mission

Hearing Speech + Deaf Center strengthens our community through advocacy and by supporting individuals and families to overcome obstacles to communication.

## Vision

As the premier community resource with a reputation for excellence, Hearing Speech + Deaf Center believes that communication is the foundation of all human interactions.

## Values

We support an individual's choice of communication mode. We endeavor to provide individuals and their families with the highest quality comprehensive services without regard to their demonstrated ability to pay.

We embrace diversity and recruit staff, leadership, and volunteers who reflect those we serve.

We conduct ourselves with integrity, a high degree of professionalism, and business ethics beyond reproach.

## Board of Directors

We acknowledge the contributions of our Board Members for their time and leadership in 2020.

### Officers

John Sinclair, Board Chair  
Georgeanna Bien-Aime, JD, Secretary  
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### Board Members

Kevin Arey	Kevin Murray
Lisa D'Amore	Jennifer Pinto, PsyD
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Richard Hannan*	Jay Price*
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Laura Kretschmer, EdD	

\*Deceased

### Leadership

J.B. Boothe, OTR/L, MBA, Chief Executive Officer  
Heather Lambert, Director of Finance & Human Resources  
Nancy Mills, AuD, Director of Audiology & Clinical Services  
Frances Robinson, NIC, Director of Community Services for the Deaf  
Steve Wesselkamper, Director of Development & Marketing

## Empowering Communication in Greater Cincinnati

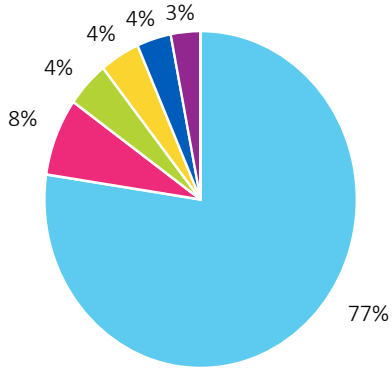
**Audiology** - Through an evaluation and consultation process, our audiologists diagnose and treat hearing loss. We work with all major hearing aid manufacturers to find the best match for an individual's needs, lifestyle, and budget.

**Speech-Language and Occupational Therapy** - Our speech-language pathologists use evaluations and therapy strategies to improve speech and language disorders and maximize their patients' communication abilities. Our occupational therapists evaluate and treat deficits or delays in the areas of gross motor skills, fine motor skills, and sensory integration.

**Community Services for the Deaf** - We offer American Sign Language interpreting and C-Print<sup>®</sup> captioning for individuals or businesses who have clients, patients, or students who are D/deaf. We also offer advocacy, monthly social events, and Community Employment Services to the D/deaf community.

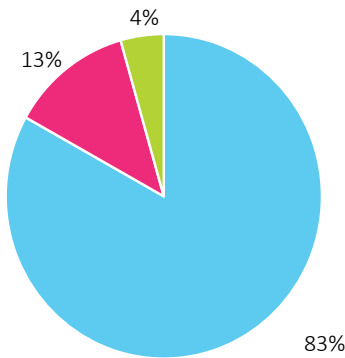
# 2019 Financial Overview

Hearing Speech + Deaf Center increased financial stability and efficiency over the past four years. This progress comes from efficiencies gained through infrastructure development, expansion of services with effective and efficient delivery models, and expense management. Total administrative and fundraising expenses declined for the fourth straight year to just 17 percent of expenses.



## Revenue

Program Services - 77%	\$1,955,682
Contributions - 8%	188,324
Grants - 4%	111,800
Government Funds - 4%	104,330
Endowment - 4%	89,488
United Way - 3%	77,200
Other- <1%	560
<b>Total</b>	<b><u>\$2,527,384</u></b>



## Expenses

Program - 83%	\$2,017,617
Administrative - 13%	303,722
Fundraising - 4%	107,050
<b>Total</b>	<b><u>\$2,428,389</u></b>



## Grants

Advocates For Kids  
 William P. Anderson Foundation  
 Anonymous  
 Stella Buerger Charitable Foundation  
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 Episcopal Society of Christ Church  
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 Charitable Trust  
 Wohlgermuth Herschede Foundation

# Clinical Services

Hearing Speech + Deaf Center was empowering communication in Greater Cincinnati more than ever in 2019.

We're so proud of our newest program, Hearing Now. Hearing Now is a resource for families with a loved one in hospice or critical care. Our Hearing Now project makes it possible for a loved one to hear "I love you" one more time through an amplified device.

Our clinical services grew in every way.

- A new partnership with Cincinnati Union Bethel's Little Blossoms Academy in College Hill is bringing speech-language therapy to Pre-K children who need early language intervention.
- Connections for Life continues treating young children who endured multiple severe traumas. This innovative clinical program partners our speech-language therapist with a behavioral therapist from Central Clinic Behavioral Health and an occupational therapist. The three work together in a co-treatment program for these young patients.
- Speech-language screening and intervention continue at Schiff-Oyler Cincinnati Early Learning Center in Lower Price Hill and Positive Leaps in West Chester. These place-based programs bring Pre-K speech-language intervention to neighborhood early learning centers serving families with low socio-economic status.

We're awed by the grace, professionalism, and hard work of our staff as they maintain heavy workloads. Patient visits grew at each of our three office locations exceeding our forecast. Even with those increases, we maintained extraordinary levels of patient satisfaction.

We're supported by many, many generous donors who make our success possible. Seventy-one percent (71%) of patients report incomes below the 200% Federal Poverty Level. It's the generous donations to our **CenterCares** fund that support clinical services that empower communication for patients with limited resources.

# Community Services for the Deaf

Community Services for the Deaf (CSD) empowers individuals and organizations to develop standards that create equity among those that can hear and those that are deaf. CSD offers community engagement and promotes awareness by hosting events, providing advocacy services, and educating those who may have gaps in fundamental, cultural, and socialized learning. Our new Community Employment Service program works with deaf and hard of hearing job seekers to find employment and reach their full potential. Additionally, CSD delivered more than 10,000 hours of interpreting services to remove obstacles to communication.

## Advocacy Services

Hours spent related to...

<b>322</b> Community	<b>13</b> Education	<b>43</b> Legal	<b>288</b> Life Skills
<b>24</b> Medical	<b>15</b> Mental Health	<b>246</b> Vocational	<b>77</b> Youth Services

## Interpreting Services

<b>37%</b> requests made less than 24 hours in advance	<b>98%</b> requests filled	<b>10,000+</b> hours
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# 2019 Donors

## THANK YOU TO OUR 2019 DONORS

Thank you to our all of our donors in 2019! Through your support of our annual fund, special events, and your gift-in-kind donations, we have been able to provide services to the D/deaf and hard of hearing populations in our community. Each donor is very important to us, and we have made every effort to ensure the accuracy of all names listed. If a name was overlooked or printed incorrectly, please contact Steve Wesselkamper at 513-487-7716 or [swesselkamper@hearingspeechdeaf.org](mailto:swesselkamper@hearingspeechdeaf.org) so we can correct our records.

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Empowering Communication in Greater Cincinnati

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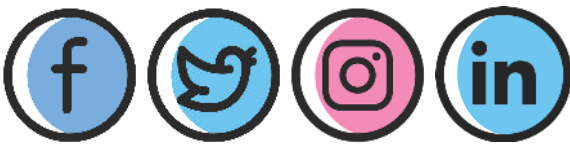
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*Hearing Speech + Deaf Center is a 501(c)(3) non-profit organization. Please direct any comments concerning this publication to : Steve Wesselkamper at 513.487.7716 or [swesselkamper@hearingspeechdeaf.org](mailto:swesselkamper@hearingspeechdeaf.org).*

**Photo & Design Credits**

Elizabeth Whelpdale

## 2020 YEAR END GIVING

As you plan your 2020 year-end giving, thank you for considering Hearing Speech + Deaf Center. You can make a difference in the lives of families with communication challenges in our community!

### TO DONATE TO HEARING SPEECH + DEAF CENTER

1. Visit our website:  
[hearingspeechdeaf.org/donate](http://hearingspeechdeaf.org/donate)
2. Call us at 513-487-7716

*Hearing Speech + Deaf Center is a 50(c)(3) non-profit organization, so your donation is tax deductible.*



United Way  
of Greater Cincinnati



## Are YOU interested in leaving a legacy for Hearing Speech + Deaf Center?

A bequest empowers communication in Greater Cincinnati. Your gift will make a difference to D/deaf and Hard of Hearing adults and children and children and adults with speech language challenges.